# Western Sydney Region RTO

**Assessment Package**

**Package Overview for Assessors** https://detwww.det.nsw.edu.au/media/downloads/deptresources/templates/visualstyle/thelogo/det_full.gif

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| **Package Number**  **Package Title** | BSB07 – Package Four.  *Making a Difference* | |
| **Training Package** | Business Services (BSB07) | |
| **Unit(s) /Elements to be assessed by this package:** | BSBWOR203A : Work effectively with Others   * Develop effective workplace relations * Contribute to workgroup activities * Deal effectively with issues, problems and conflict   BSBCUS201A : Deliver a service to customers   * Establish contact with customers * Identify customer needs * Deliver service to customers. * Process customer feedback | |
| **Package contents and information for assessors** | **Pages 2-6** | The Assessment Notice includes the **task description** andis provided to students. The task notice should be amended to reflect your schools resources. The suggested timeframe for this activity is 2 ½ - 3 hours???? |
|  | **Page 7** | The **Assessment feedback sheet** should be completed by the assessor and provided to the student when all aspects of the task have been completed and additional verbal feedback and opportunities for re- assessment if necessary discussed. |
| **Equipment and/or resources required** |  | Access to personal computer and printer.  Access to internet and email.  . |
| **Other comments** |  |  |

# Western Sydney Region

# Vocational Education and Training

### Assessment Notice

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| **VET Framework: Business Services** | |
| **Assessor / Teacher:** | |
| **Unit of competency**  BSBWOR203A : Work effectively with Others  BSBCUS201A : Deliver a service to customers | |
| **Date Given : Due Date:** |
| Employability Skills are contained in this assessment |

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| **Task Description: this task will be completed in 2 parts**  **Part 1:** Open a new word document titled ‘Making a Difference’ and complete the following questions;   * Define the following terms and give an explanation of how each one helps to develop workplace relationships.   + Business Plan   + Performance Plan   + Job Descriptions   + Team Structures   + Ethical Standards   + Code of Conduct * List the advantages and disadvantages of working in a team. * Identify whether each of the following characteristics best describes a team leader, a team member or both.  |  |  |  | | --- | --- | --- | | **Characteristic** | **Team leader** | **Team member** | | Makes decisions |  |  | | Solves problems affecting team progress |  |  | | Positive attitude |  |  | | Keeps the team focused |  |  | | Allocates responsibilities |  |  | | Gives feedback on progress |  |  | | Conducts team meetings |  |  | | Able to organise own work schedule in order to complete tasks on time |  |  | | Good at motivating others |  |  | | Motivated to work |  |  | | Co-operative |  |  | | Flexible |  |  |     Read the article ‘Dealing with Customer Complaints’ by Ronen Shefer CPA, then fill in the PMI chart below.   |  |  |  | | --- | --- | --- | | **Plus** | **Minus** | **Interesting** | |  |  |  |  * A certain level of personal presentation, image and hygiene is expected in the business services work environment. Outline the appropriate standard of dress that is required of you when on work placement. * When dealing with customers, explain how interpersonal skills facilitate accurate and relevant exchange of information. * How can receiving customer complaints be valuable to a business? * Create a staff newsletter insert outlining the customer complaints procedure for your business. Include information about body language in this information.   PART 2: **Role Plays**  **Working in pairs or groups of no more than 4, act out the following situations in order to demonstrate your understanding of working with others and providing a service to customers.**  *You work in a large organisation that imports and exports goods, and consists of a large office staff, warehouse staff and travelling sales representatives*.  Your organisation has just received a huge order for goods to be exported to Japan. It is your job to form a team to complete this task. Discuss with your supervisor your plans for the number of people you want on this team and the reasons why you want particular employees to be part of it.  **A customer is not happy with the level of service, as she has been waiting for several minutes and no-one has attended to her yet. How would you deal with this situation?**  The deadline for a particular task is fast approaching and the work is a long way from being completed. You call a meeting of all team members to discuss this problem and to come up with a plan to get the work done on time.  **You are running an induction training session. Explain the characteristics of quality service and the ethics of professional service behaviour. Then run a question/answer session on the information just covered.**  One of the relatively new employees is having trouble coping with the workload and seems to be getting further behind every day. You discuss with them time management strategies and where they can go for assistance when they need it.  *You work in a health insurance office. Four customers come in at the same time - an elderly woman, a thirty-year-old man with his young son, a trendy-looking woman in her early twenties and a surfer on his way to the beach. How would you serve each customer in order to maintain sensitivity to customer specific needs and individual differences?* |

**Student Self Reflection** WS_DETLOGO_COLOUR-01

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| **Candidate name:** |  |
| **Unit:** | Theme 2:Making a Difference |
| **Assessor / Teacher:** |  |

| **Please reflect on the following statements**  *insert a tick for ‘yes’, cross for ‘no’,* | **Student** |
| --- | --- |
| I was able to determine what information the questions were asking. |  |
| I was able to complete the PMI chart after reading the attached article. |  |
| Did you create the staff newsletter insert? |  |
| **Part 2** |  |
| I was able to show my understanding of customer service through my participation in the role plays. |  |
| My participation in the role play activity is a good example of my teamwork skill. |  |

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| **Candidate Self Reflection** |
| Please comment on the employment related skills you were able to use in this task:  Teamwork, Technology Skills, Communication, Initiative. |

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| **Candidates signature:** |  | **Date:** |  |
| **Assessor signature:** |  | **Date:** |  |

Observation checklist

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| **Candidate name:** |  | | | | | | |
| **Assessor name:** |  | | | | | | |
| **Units of competency:** | BSBWOR203A : Work effectively with Others  BSBCUS201A : Deliver a service to customers | | | | | | |
| **Date of assessment:** |  | | | | | | |
| **Procedure:** |  | | | | | | |
| **During the role play simulation did the student;** | | | | **Yes** | **No** | **Comments** | |
| Participate in team organisation discussions | | | | ❑ | ❑ |  | |
| Engage in the role play | | | | ❑ | ❑ |  | |
| Provide constructive feedback to peers | | | | ❑ | ❑ |  | |
| Deal effectively with the issues, problems and conflicts demonstrated in the role plays. | | | | ❑ | ❑ |  | |
| Demonstrate strategies to establish contact with customers | | | | ❑ | ❑ |  | |
|  | | | |  |  |  | |
|  | | | |  |  |  | |
| The candidate’s performance was: | | | Not Satisfactory ❑ | | | | Satisfactory ❑ |
| **Feedback to candidate:**  - – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – –  - – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – –  – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – –  **Feedback from candidate:** - – – – – – – – – – – – – – – – – – – – – – – –  – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – –  - – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – – | | | | | | | |
| **Candidate signature:** | |  | | | | | |
| **Assessor signature:** | |  | | | | | |

# Western Sydney Region RTO

# Vocational Education and Training

**Assessment Feedback**

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| **VET Framework:** Business Services | |
| **Assessor / Teacher:** | |
| **Unit of competency**  BSBWOR203A : Work effectively with Others | |
| **Due Date: Date Received:** |

**Overall Result**

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| --- | --- | --- |
| **Unit Code** | **Elements of Competency** | **Competent/Not Yet Competent** |
| BSBWOR203A : Work effectively with Others | Develop effective workplace relations |  |
|  | Contribute to workgroup activities |  |
|  | Deal effectively with issues, problems and conflict |  |
| BSBCUS201A : Deliver a service to customers | Establish contact with customers |  |
|  | Identify customer needs |  |
|  | Deliver service to customers. |  |
|  | Process customer feedback |  |

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| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: . |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: |